

# Problems and Solutions—TELPAS

As a testing coordinator, you should be available during test administrations to handle problems as they arise in your district or on your campus. You may encounter the following situations during test administrations.

## Technical Emergencies

**Problem:** A campus coordinator reports that test administrators at her campus have received a warning screen stating that the testing server is not available.

**Solution:** If presented with a warning screen stating that the testing server is not available, test administrators should be told not to submit students' tests or mark tests as complete. Follow the instructions provided in the TestNav 8 Online Support website.

In the event of a systemwide issue affecting many users, testing coordinators will hear a recorded message including system status and recommended actions.

Students' answers should not be submitted and students' tests should not be marked complete because of a technical issue without first receiving directions from the Customer Service Center, which can be reached at 800-627-0225.

## Schoolwide Emergencies

**Problem:** A campus coordinator wants to know what he should do when a fire alarm sounds during testing.

**Solution:** In the event of a schoolwide emergency that causes a disruption in testing, ensuring the safety of students is top priority. Students should leave their tests where they are and follow the school's procedures. In the case of online administrations, testing staff should not instruct students to exit their test sessions. Test administrators must closely monitor their testing groups to make sure that no one discusses the test. Once the emergency has been resolved, the students should resume testing when instructed to do so.

Campus coordinators should report the event to the district coordinator. If the emergency prevents students from resuming testing, the district coordinator should call the Texas Education Agency's (TEA's) Student Assessment Division at 512-463-9536 for guidance on how to proceed.



TestNav 8 Online  
Support

## Lunch Breaks

**Problem:** Students in several classes at a campus have not completed the TELPAS reading test by lunchtime. The campus coordinator would like to give the students a lunch break.

**Solution:** Students may stop testing to take a supervised lunch. Online tests must be exited. Students must **NOT** click the **Submit Final Answers** button at this time. If a student prematurely submits his or her test, contact your campus coordinator, who will call the Customer Service Center for assistance. During lunch the students must remain together and be closely monitored by a trained test administrator to ensure that the contents of the test are not discussed.

## Temporary Disabilities

**Problem:** A student with her arm in a cast arrives at the reading testing session. The campus coordinator wants to know whether the student should be excused from the test.

**Solution:** Encouraging student independence should be a priority. Determine if the student can continue to participate in the test. If she can answer questions by using her unaffected arm, continue testing the student. If the student's needs can be met with an accommodation, it should be made available to the student during testing. Refer to the *TELPAS Reading Test Administrator Manual* for information about allowable accommodations.

## Years in U.S. Schools Unknown

**Problem:** A campus coordinator wants to know what to do if a student's number of years in U.S. schools is not known.

**Solution:** It is important for this information to be supplied accurately and consistently from year to year. It is used for instructional planning, STAAR assessment decisions, and accountability and performance-based monitoring measures. The campus coordinator should collaborate with the LPAC to obtain this information. Instructions for officially determining and documenting this information are included in the "Instructions for Years in U.S. Schools Data Collection" document on the LPAC Resources page.



LPAC Resources

## Online Testing of Students in Different Grade Levels

**Problem:** A campus coordinator wants to know whether students in different grade levels can be grouped in the same electronic test session (i.e., placed on the same session roster in the Assessment Management System) and take the online test at the same time in the computer lab.

**Solution:** Students from more than one grade level can be placed into the same test session in the Assessment Management System only if they take the same grade cluster test. For example, it is acceptable to place students from grades 10–12 into the same test session because they take the same grade cluster test. Students in grade 9 cannot be placed in this test session because they take the grade 8–9 test. The Assessment Management System does not allow students to be placed into test sessions for a grade cluster test that does not correspond to their enrolled grade level in PEIMS. It is possible to have students from more than one grade cluster take an online test in the same room, but the test administrator will need to manage a separate test session in the Assessment Management System for each grade cluster test. In addition, there are some differences in the administration directions for some grade clusters that test administrators read aloud.

If you need assistance in handling unusual circumstances of any kind during the TELPAS administration window, call TEA's Student Assessment Division at 512-463-9536.